

NORTH CAROLINA DEPARTMENT OF TRANSPORTATION

SFY 2011 Second Quarter Performance Scorecard Results

Goal	#	Defined Performance Measure	SFY10 Result	SFY11 Target	SFY YTD Result (through 12/31/10)
Make our transportation network safer	1.1	Statewide network crash rate ¹	223.47	235 or less	240 ¹
	1.2	Statewide network fatality rate ¹	1.24	1.66 or less	1.32 ¹
	1.3	Percentage of surveyed North Carolina drivers using a safety belt ²	89.7%	90.0% or greater	89.7% ²
Make our transportation network move people and goods more efficiently	2.1	Average statewide accident duration time	69.5 min.	75 min. or less	63 min.
	2.2	Travel time index of surveyed interstates	new measure ⁵	1.35 or less	1.04 ⁶
	2.3	Percentage of planned ferry runs completed as scheduled	97%	95.0% or greater	97.0%
	2.4	Rail service customer satisfaction index	new measure ⁵	87% or greater	87%
	2.5	Percentage reduction in expected growth of commuter generated vehicle miles traveled since year 2000 ³	25.3%	25.0% or greater	25.3% ²
Make our infrastructure last longer	3.1	Percentage of bridges rated in good condition	62.5%	65.0% or greater	63.2% ⁷
	3.2	Percentage of pavement miles rated in good condition ²	67.8%	70.0% or greater	67.8% ²
	3.3	Weighted score of all other highway features rated in acceptable condition ²	87	84 or greater	87 ²
	3.4	Average rest area condition scores	new measure ⁵	90 or greater	95
Make our organization a place that works well	4.1	Percentage of work program projects "advertised for bid" and awarded on schedule ⁴	67% (82%)	85% or greater	67% (67%) ⁴
	4.2	Percentage of construction projects completed on schedule and on budget	78%	85% or greater	71%
	4.3	Average customer wait time at DMV facilities that track transactions	new measure ⁵	15 min. or less	26 min.
	4.4	Average statewide environmental compliance score on construction and maintenance projects	8.5	7.5 or greater	8.6
	4.5	Percentage of the department's planned receipts and expenses compared to actuals	9.05%	+/- 5 to 10%	-6.25%
	4.6	Percentage of federal receipts eligible for billing authority ³	61%	95% or greater	183% ³
	4.7	Percentage of the overall budget for administrative costs	6.9%	7.6% or less	5.2%
	4.8	Percentage of the total program budget paid to minority- and women-owned businesses	9.97%	10.0% or greater	10.7%
Make our organization a great place to work	5.1	Percentage of high performing employees retained after one year	new measure ⁵	80% or greater	Data unavailable
	5.2	Average time to hire new employees	new measure ⁵	60 days or less	72 days
	5.3	Employee engagement survey score ²	5.23	5.0 or greater	5.23 ²
	5.4	Employee safety index	4.97	6.16 or less	4.40

¹ The crash rate and fatality rate are measured by dividing the crash count and fatality count by 100 million vehicle miles traveled.

² The performance measures and result are based on a standing survey or periodic assessment and not based on the state fiscal year; therefore it's considered "static" and is assumed to have no change since the most recent result was published. Current NCDOT systems only track the result annually or biannually.

³ The performance measures and result is based on the federal fiscal year, therefore the result only includes three months of data beginning on October 1, 2010.

⁴ The result evaluates STIP projects that are on the delivery list downloaded from the project schedule management tool (STaRS) on October 1, 2010. Delivery performance results adjusted to include projects that are added or advanced in the program are noted in the parentheses.

⁵ The performance measure was first introduced this fiscal year and not tracked in prior years.

⁶ The result is a 12 month moving average (January 2010 –December 2010) and excludes the hours of 10:00 pm to 6:00 am.

⁷ The result is an actual summary of active bridge condition ratings as of January 3, 2011.

Currently Meeting or Exceeding Annual Target ■
 Currently Within 5% of Meeting Annual Target ■
 Currently Not Meeting Annual Target ■
 Currently No Reportable Results ■



State Fiscal Year 2011 Second Quarter Performance Scorecard

N.C. DEPARTMENT OF TRANSPORTATION

July 1, 2010 –December 31, 2010

